

RISE REVIEW

FEBRUARY 2022 Monthly Overview



RESILIENCE

- a. Attitude
- b. Determination
 - i. Go-getter-blue vase
 - ii. Whatever it takes
- c. Synergy
 - i. 1+1=3



INTEGRITY

- a. Trust
 - i. Speed of Trust
- b. Transparency
 - i. Candor
- c. Character
 - i. Golden Rule



STEWARDSHIP

- a. Ownership
- b. Servanthood
 - i. Granny Philosophy
- c. Leadership
 - i. Servant Leadership
 - ii. Empathy



EXCELLENCE

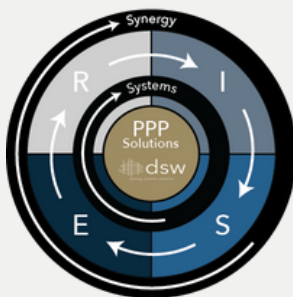
- a. Presentation
- b. Quality
- c. Consistency

Message from Donald Gerratt, CEO

I am excited to see our company "RISE" as we embrace our core values. To keep these values fresh in everyone's minds, we are introducing a monthly RISE REVIEW. This company newsletter will share positive examples of these core values being practiced throughout our company. I invite all to share these positive examples and take the time to read our monthly newsletter.

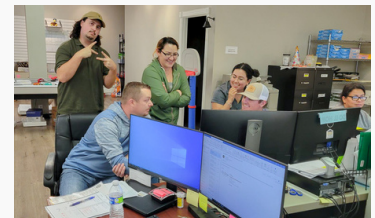
The Compliance Department has a New Location

The Compliance Department has settled into its new location at corporate headquarters. Schedule manuals are flying off the printer, onto the shelves, and out the door. Tricia, Debora, Lhai, and Sue are eager to continue to provide support and guidance to the field offices from their new location.



DSW Houston Office Teamwork

The DSW Houston office runs on teamwork and collaboration. We all share knowledge and pitch in to keep our projects moving forward to successful completion.



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RISE REVIEW

MARCH 2022 Monthly Overview

Ladder Safety

- Ladders shall be inspected periodically and withdrawn from service if defects are identified.
- Ladders shall be used only on stable and leveled surfaces, unless secured to prevent displacement, and shall never be moved, shifted, or extended when occupied.
- The 3-Foot Rule shall be maintained during ladder usage.
- Ladders shall be free of any grease or oil, and other slipping hazards.
- Always use the Three-Point-Contact Rule and face the ladder during ascent & descent.

Changes Within our Corporate Departments

We have recently made several changes within our corporate departments to better position our Management Team to meet the operational needs of the company. The changes as outlined below help deliver our goals and increase efficiencies across the organization.



JESSICA SINCLAIR

Jessica Sinclair has been named our Accounts Payable Manager.



KORTNEY HADDIX

Kortney Haddix has been named our new Accounts Receivable Manager.

Customer Relations Goals and Standards

DSW was founded on the belief that customer service is key to sustainability and growth. We treat our customers with the utmost respect and care. The "granny philosophy" is to view each homeowner as if they were your grandmother and she needed help to recover from a disaster.

Whether we are communicating with a homeowner, inspector, neighbor, program representative, subcontractor, or co-worker, we do so with the utmost compassion, integrity, patience, and competence.



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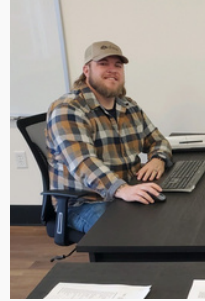
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RISE REVIEW

APRIL 2022 Monthly Overview

The California Division is Starting to Take Shape



Panama City Office Shoutout

"Our office exemplifies our core values on a daily basis! I am honored to work with such compassionate and diligent coworkers. Every day I see examples of resiliency, integrity, stewardship, and excellence. We consistently strive to exceed expectations and continue to move through any growing pains we may see at our office. I am grateful for all of the coordinators! The coordinators are the glue that holds us all together. Some days it seems like an "all hands on deck" kind of day, and everyone puts forth the effort to make sure that everyone is well taken care of. Again, I am so grateful for each and everyone on our team. Thank you to the Panama City Office!"
-Nikki Ward

Key Hand Off

The DSW Panama Team has had 2 fantastic key hand offs this month! We are looking forward to our upcoming projects!



Key Hand Off

The DSW Beaumont Team built GLO's 1st 30-day home in Imelda! Way to knock it out of the park, team!



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RISE REVIEW

MAY 2022 Monthly Overview

DSW Houston Office

Team members played flag football in a team building exercise with vendor, Cobalt.

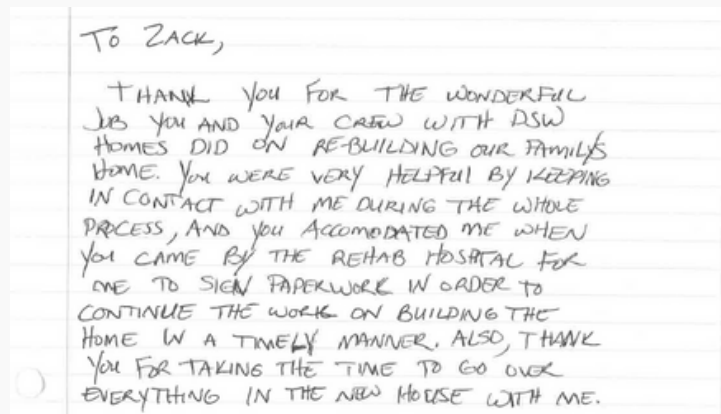


Proprietary Software Program

DSW's customized tracking software program exemplifies Excellence. Tracker allows us to monitor all jobs electronically. The Tracker system allows for better communication between offices, coworkers, and management. When two people are in different locations but have access to our software, they can easily discuss goals and projections with accuracy. Accuracy matters - especially when tracking across multiple locations, multiple programs, and multiple Construction Managers.



Homeowner Letter



National Hurricane Conference

Paul Judson, far right, speaking on behalf of DSW Homes at the National Hurricane Conference held in Orlando, FL.



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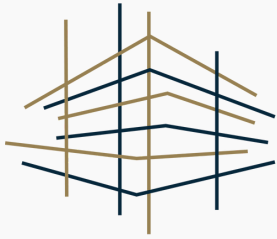
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RISE REVIEW

JUNE 2022

Monthly Overview

DSW Houston Office

Team members played paintball in a team building exercise.



Business Development Update

As DSW continues to grow, we are excited to expand our services. The Business Development Team has been working hard to develop new opportunities and are busy meeting with state and local governments to offer our expertise.

DSW's infrastructure monitoring allows local governments to keep track of physical assets through video and photo monitoring. When disasters hit, governments need assistance. Our representatives are on call and ready to help. Partnering with DSW ensures that the communities we assist have the best service during during tough times.

Key Hand Off

We had the opportunity today to present the keys to Mr. Martinez and his family of seven to a seven-bedroom 3 bathroom house. The family was so happy!



Paul Judson (VP of Business Development) and Jed Webb (VP of Government Affairs) met with leaders from the State of Florida. They are working hard to ensure decision makers in Tallahassee know about the service we offer and the great work our staff is doing. We are excited to participate in future programs ahead.

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RISE REVIEW

JULY 2022 Monthly Overview

2022 Atlantic Hurricane Season Update

Forecasters at NOAA's Climate Prediction Center, a division of the National Weather Service, are predicting above-average hurricane activity this year — which would make it the seventh consecutive above-average hurricane season. For the 2022 hurricane season, NOAA is forecasting a likely range of 14 to 21 named storms (winds of 39 mph or higher), of which 6 to 10 could become hurricanes (winds of 74 mph or higher), including 3 to 6 major hurricanes (category 3, 4 or 5; with winds of 111 mph or higher). NOAA provides these ranges with a 70% confidence.

Operations Shoutout

Reliability and loyalty are hard to come by. Today we are highlighting 5 specific people. People that are usually in the background of operations. Jessica Sinclair, Jeannette Jimenez, Chasity Hensley, Taylor Karras & Kandis Blankenship. Thank you for all of your hard work and commitment to getting the job done. We recognize the early mornings and late nights & couldn't have asked for a stronger team to keep us on track.



Key Hand Off

Our project with the GLO is underway! The Beaumont office has successfully turned out homes in 30 days!



Key Hand Off

Another successful key hand off took place in Beaumont, Texas! Great work team!



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RISE REVIEW

AUGUST 2022 Monthly Overview

Employee Spotlight

Ms. Seimon Octave was originally recruited as a temp to help solve our high volume and reporting challenges of a 24/7 program. She came in with a can-do attitude and simply outworked some of the seasoned staff members by outperforming them with more completed work orders and better-quality audits. She has exemplified our R.I.S.E. characteristics, and in the last month, she has taken over our high volume of invoicing and improved turnover time, while still completing close-outs and daily reporting duties as needed.

Panama City Office Growth

Our office is growing, and we have new team members. Nikki Ward is the program manager for DSW and she is leading her team: Charles Palo (project manager), Jason Turner (project manager) and Sarah Gramlick (project coordinator). We have caught a really great stride and are preparing for continued growth and exciting projects ahead!



Certified Lead Renovators Class

We recently had 8 passionate individuals take the Certified Lead Renovators Class and are now certified! It has been an honor to offer our team with the resources that they need to reach further success within their careers as well as strengthen the skills of our teams!



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RISE REVIEW

OCTOBER 2022

Monthly Overview

Thank You, Team!

We would like to thank everyone who has been a part of the rapid amount of projects this month! You all have our processes running so smoothly. The happy homeowners are the reason we go the extra mile and work hard every day. Keep going and touching lives along the way! **#RISE**



Weather Alert

As winter draws near, we would like to take some time to remind everyone of ways to stay safe in the cold weather.

Winterize your home

- Insulate faucets and pipes
- Clean and maintain furnaces, stoves and heaters
- Make arrangements for emergency evacuations and food/shelter
- If you are leaving for a long time, set your thermostat to 65 degrees or higher
- Stock up on firewood, water and canned goods

Driving Tips

- Check the battery, fluid levels, and tire pressure
- Keep blankets, gloves, hats, flashlights, radios, phones, non-perishable food, sand, and scraper tools in your car in case of an emergency.
- On icy roads, drive slowly and avoid traveling when sleet, freezing rain, or snow is predicted in your area.

Key Hand Off

Another successful key hand off in the books for the DSW Lakeland, Florida Office!



Key Hand Off

This GLO key hand off in Houston was so exciting. The homeowner is so relieved to get back into their very own home.



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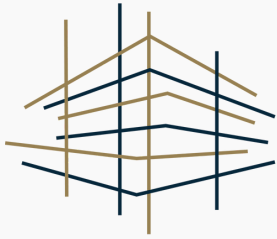
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RISE REVIEW

NOVEMBER 2022 Monthly Overview

Hurricane Ian - Rapid Response

Hurricane Ian made landfall September 28, 2022, in the Fort Myers, FL area as a Category 4 hurricane. Maximum sustained winds were at 150 mph, making Ian just shy of a Category 5 major hurricane. The DSW Rapid Response team sprang into action to help Florida Residents Impacted by Hurricane Ian. In the corporate DSW office, staff met daily leading up to the storm, strategizing what actions to take immediately after the impact. DSW has dozens of drying units shipping out and is sourcing generators, contacting insurance agents and FEMA representatives to start restoration recovery work for the residents who call Florida "home."



Discover Our Current Project Locations

Texas: Friendswood, Beaumont, Galveston, Harlingen, Rockport, San Marcos. **Florida:** Sanford, Lakeland, Jacksonville, Miramar, Panama City. **Carolinas:** Johnsonville, New Bern. **Louisiana:** Laplace. **California:** Paradise. **Puerto Rico:** San Juan.

New Homes In Louisiana

DSW in Louisiana is gearing up to build some new homes and give relief to their community! As we seek to surpass over 25,000 work orders received from our RV Inspection and Maintenance program for our Louisiana Disaster stricken survivors, we are embracing the responsibility with excitement as so many of our fellow homeowners will finally get real relief from past disasters.



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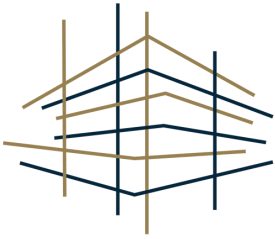
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RISE REVIEW

DECEMBER 2022 Monthly Overview

National Disaster Expo

DSW was able to participate in our first West Coast conference, the National Disaster Expo in Anaheim California. We look forward to expanding our services out west as natural disasters, especially wildfires, continue to impact western communities.



Panama City Office Shoutout

The Panama City Office is very busy keeping up with the homes under construction. "We continue to focus on all legs of the table to improve our outcomes: to provide great quality homes with excellent customer service, all on schedule and under budget.

We are grateful for the support from corporate to help speed up the process of delivering new or rehabilitated homes before the holidays!" - Nikki Ward



DSW Coastal Bend Office

Our DSW Coastal Bend office just completed their first Resilient Steel Frame Home. Way to go team!



House Transformation

Our DSW Beaumont team captured these before and after images of this successful project. We are leaving the homeowner with a beautiful new home!



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